

**IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE**

In the application of : McCORMACK, Tony et al.
Serial No. : 10/828,697
Filed : April 21, 2004
For : Management of contacts in a network of contact
centers
Examiner : RAYYAN, Susan F.
Art Unit : 2167
Docket No. : 92476-95929

RESPONSE TO OFFICE ACTION OF SEPTEMBER 17, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of September 17, 2007, the Applicants make the following remarks: